

Figure 1

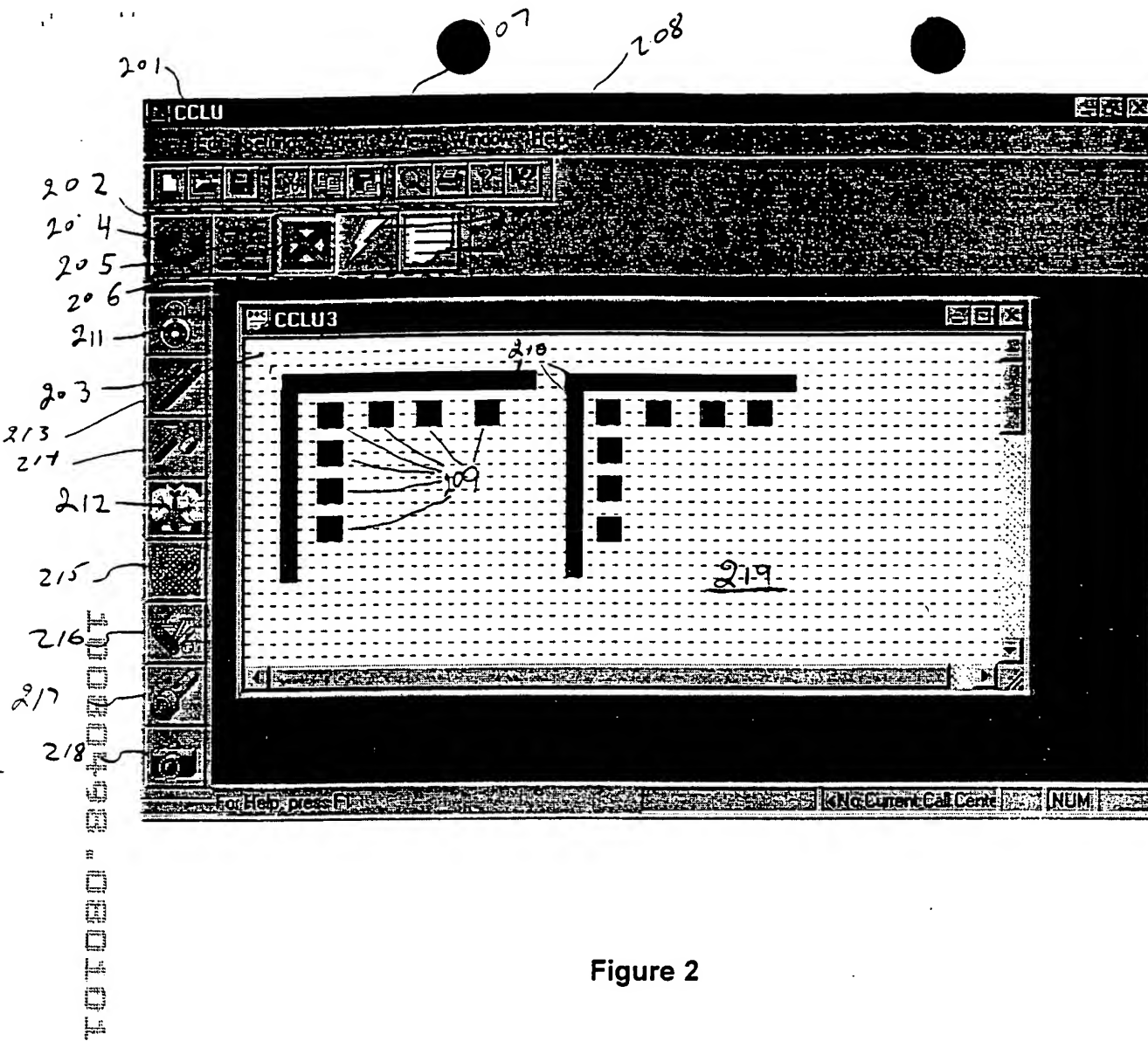
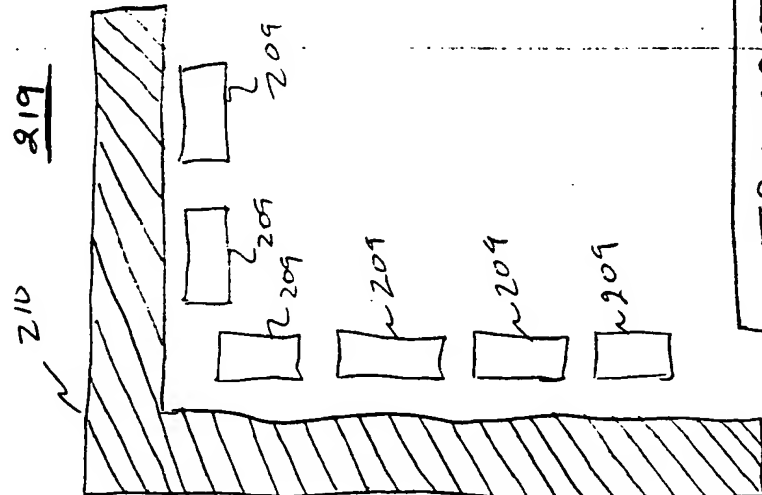
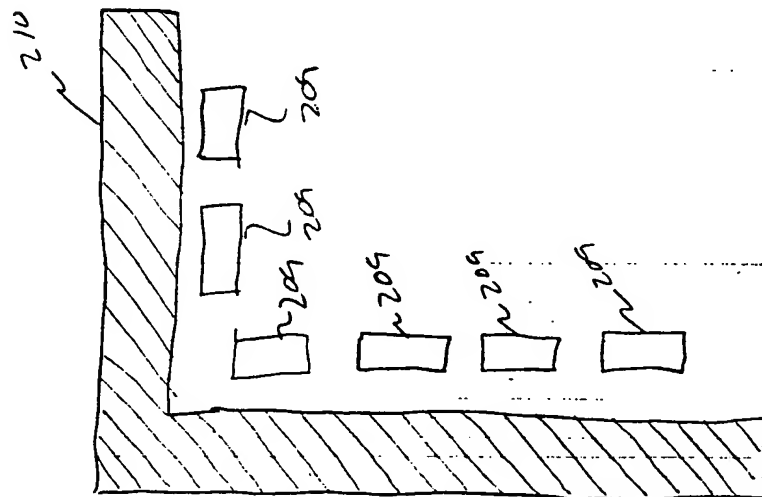
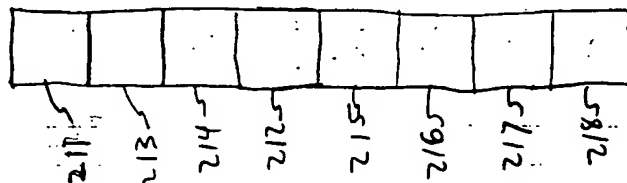
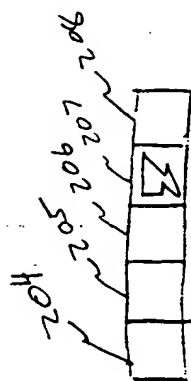


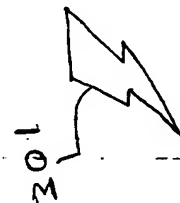
Figure 2

1000408001



TRANSPORT LINK

ENTER THE DESTINATION MAP NAME



203

FIGURE 3

204 205 206 207 208

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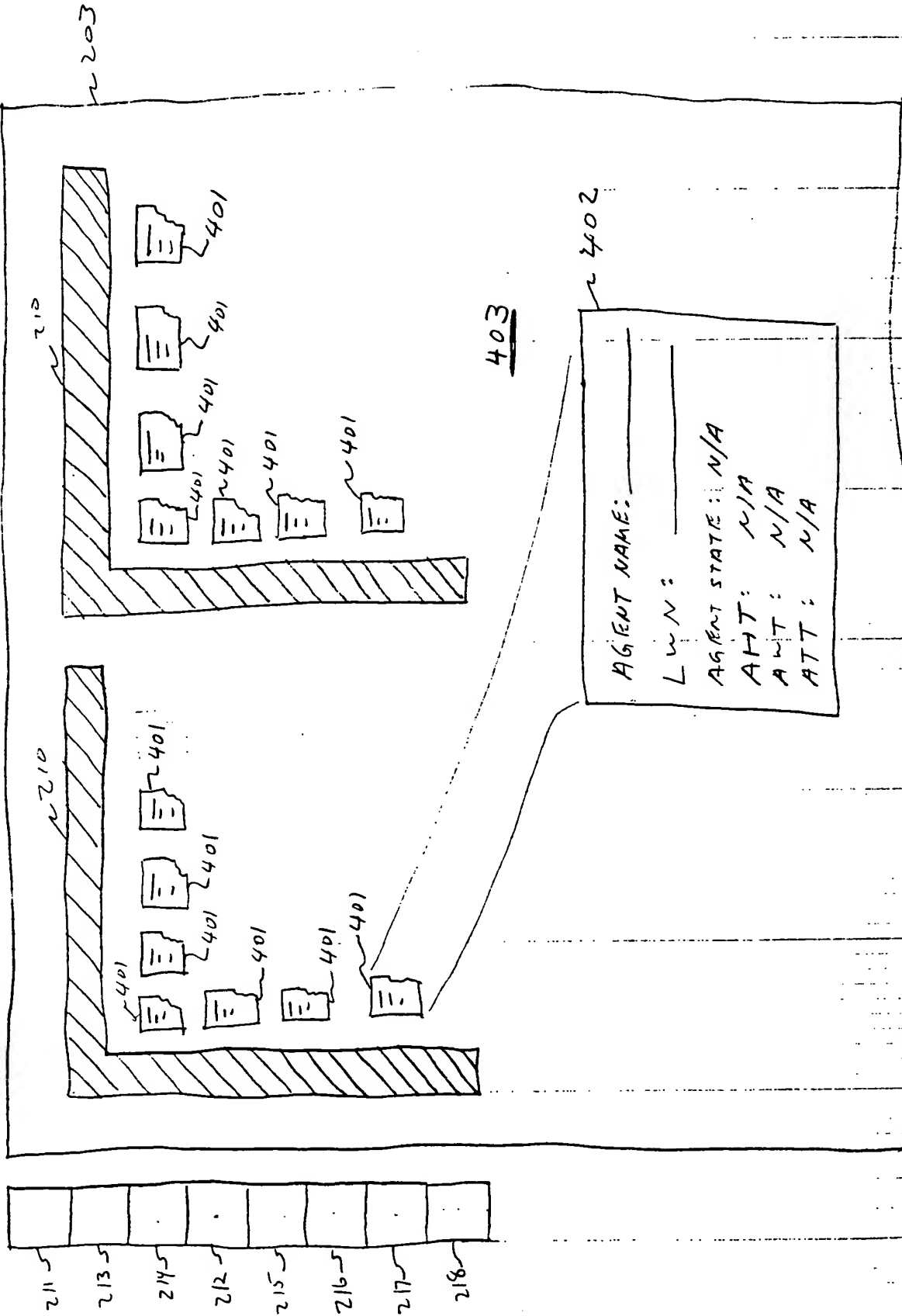


FIGURE 4

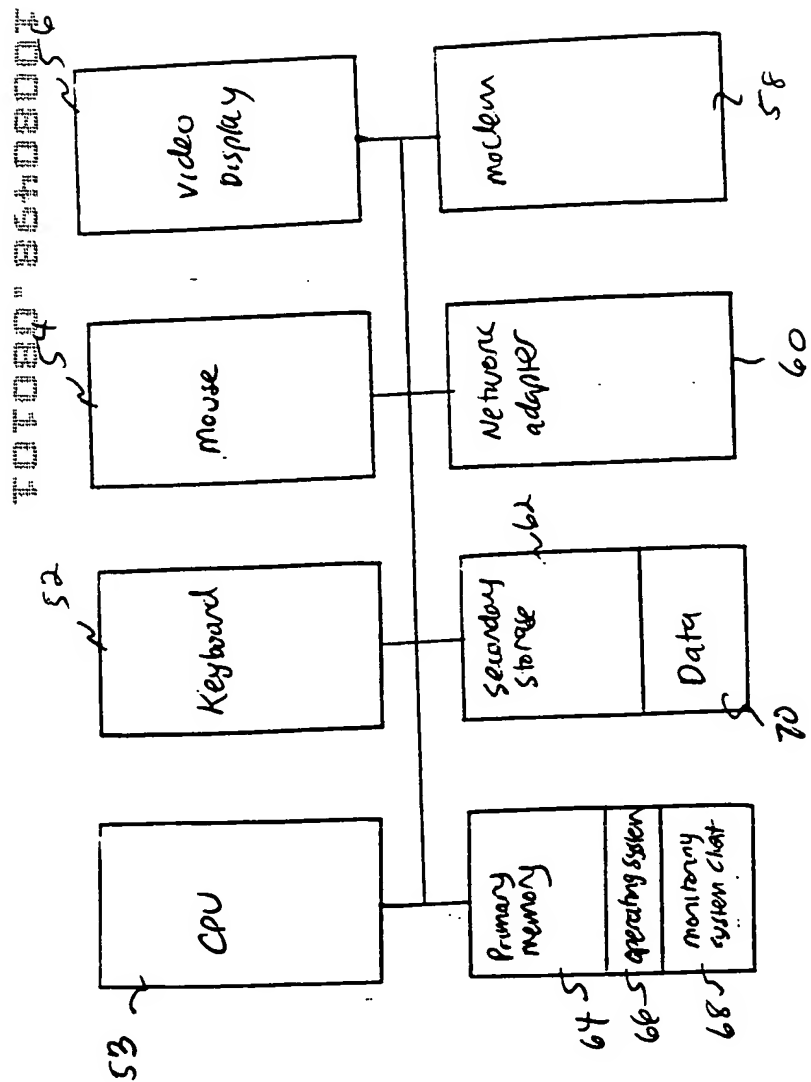


Figure 5

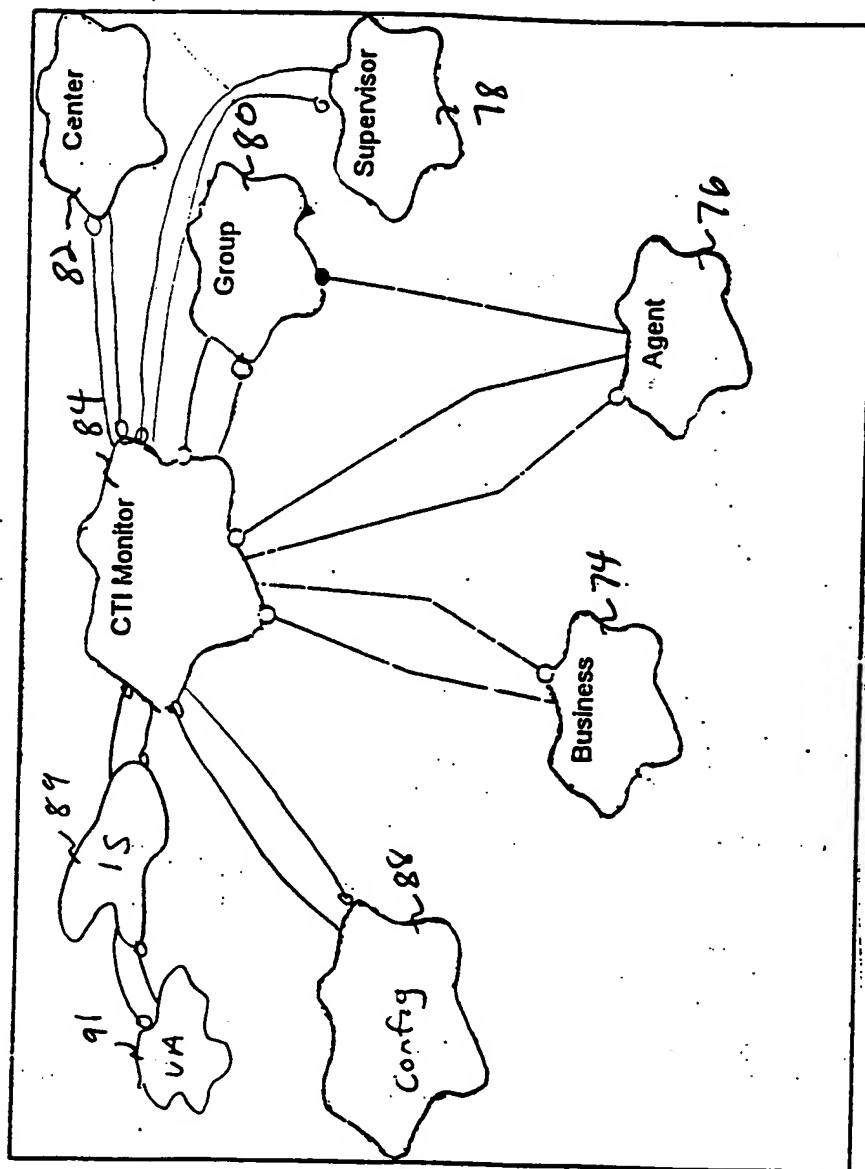


Figure 6

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MONSTER - [Chandler Call Center]

Business Type		Total	Current	Business Type	Total	Current	Cell Type	Total	Current	State	Current
Omega Tech Support	821	28	20%	American Stores	297	7	0	Outbound	151	6	4%
MUSICROW In	802	3	24%	Southwestern	597	1	0	Internal	0	0	0%
Bank of America	136	1	0%	WCI Prepaid Card	246	1	0	Unknown	299	11	7%
CompuServe	186	1	0%	Harvard	422	1	0	Consult	0	0	0%
Cardinal Internet	4	0	0%	Prepaid US Student	3	0	0				
Prepaid Cellular	10	0	0%	Vidal Sadoon	6	0	0				

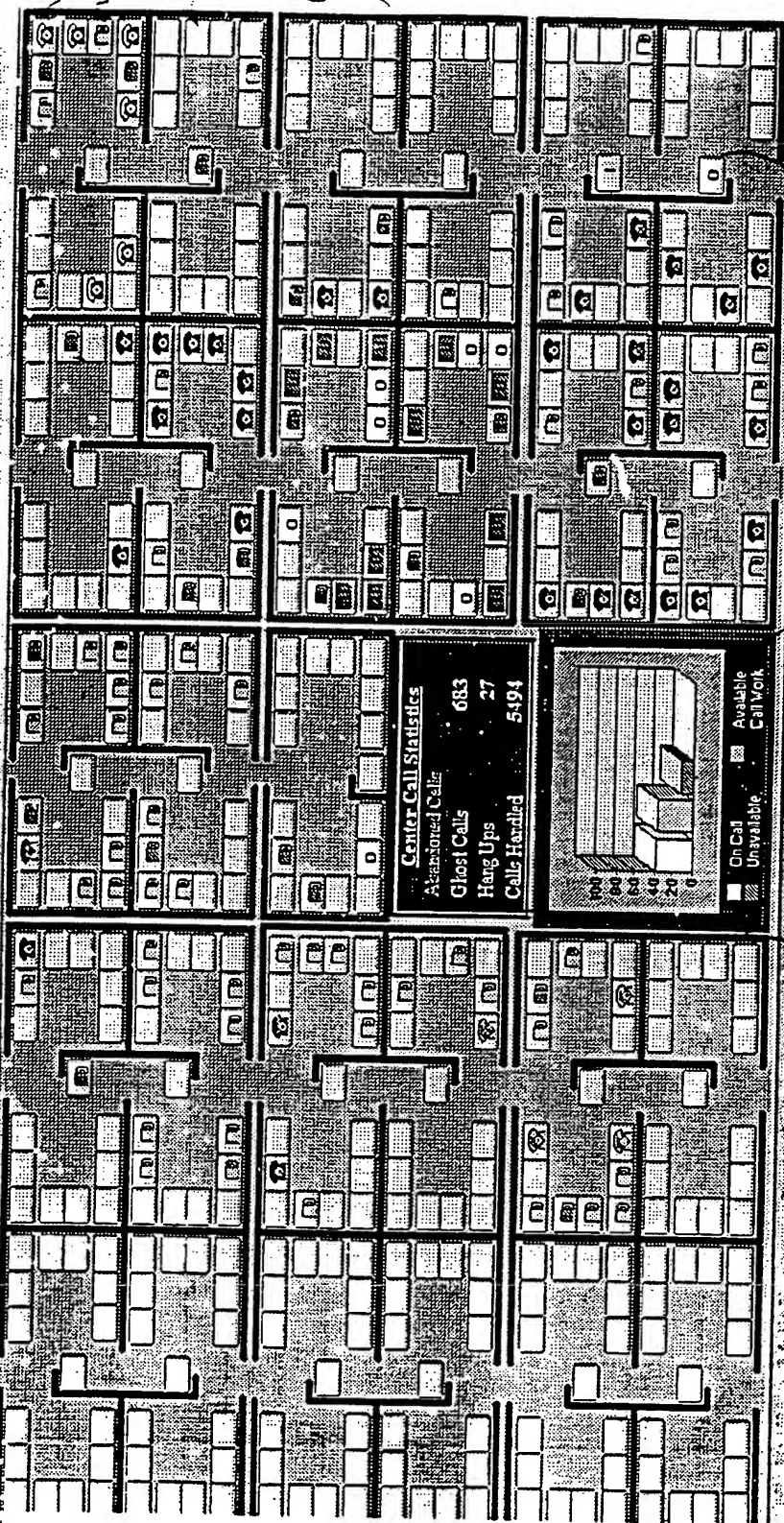


Figure 7

100304980301

Chadwicks of Bosto	
Agents On Call	22
Calls In Queue	0
Abandoned Calls	0
Ghost Calls	2
Hang Ups	2
Handled Calls	1136
Available Agents	0
Close	

126

Figure 8

TOTOBO" 8640200T

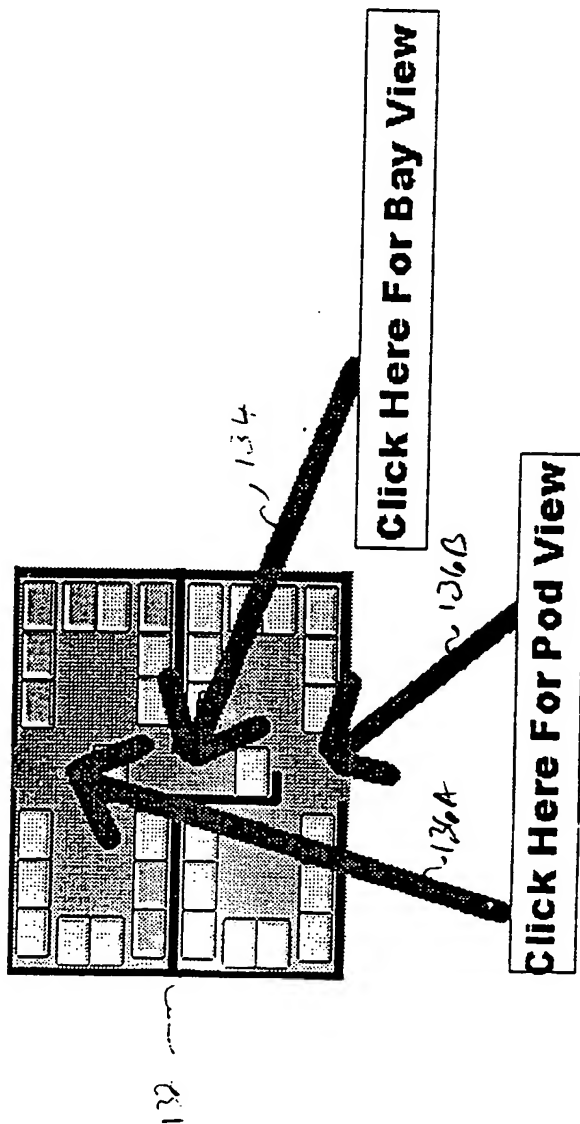


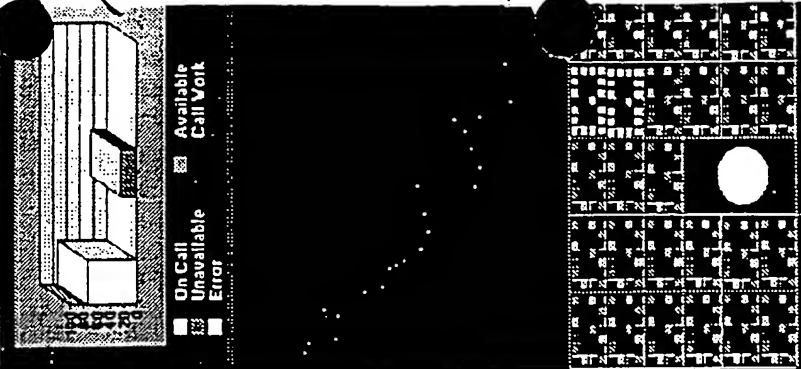
Figure 9

96.

Business:

ing:

Agenda I needed On Site. On Call 6/12/1996 3:59:17 PM

[illegible][illegible]

741 101

Figure 10

5

FOOTBO" B640800T

90

MONSTER- [Baj 6 Business] de View

Call Sign

Agents Logged On 11:32 On Call 3 12/19/96 4:06:48 P

Business Type	Total	Current	Business Type	Total	Current	Call Type	Total	Current	State	Current		
Southwestern	53	2	100% MISC/COMM In	91	1	0	Outbound	1	0%	Available	6	54%
Omega Tech Support	0	0	0% Camp/Work	0	0	0	Internal	0	0%	Unavailable	1	9%
Bank of America	0	0	0% Hanover	0	0	0	Unknown	0	0%	CallWork	1	9%
American Stores	0	0	0% MCI Prepaid Card	0	0	0	C Cancel	0	0%	Error/Unknown	0	0%
Cardinal InternetM	0	0	0% Prepaid US Student	0	0	0						
Prepaid Cellular	0	0	0% Vidal Sashoon	0	0	0						

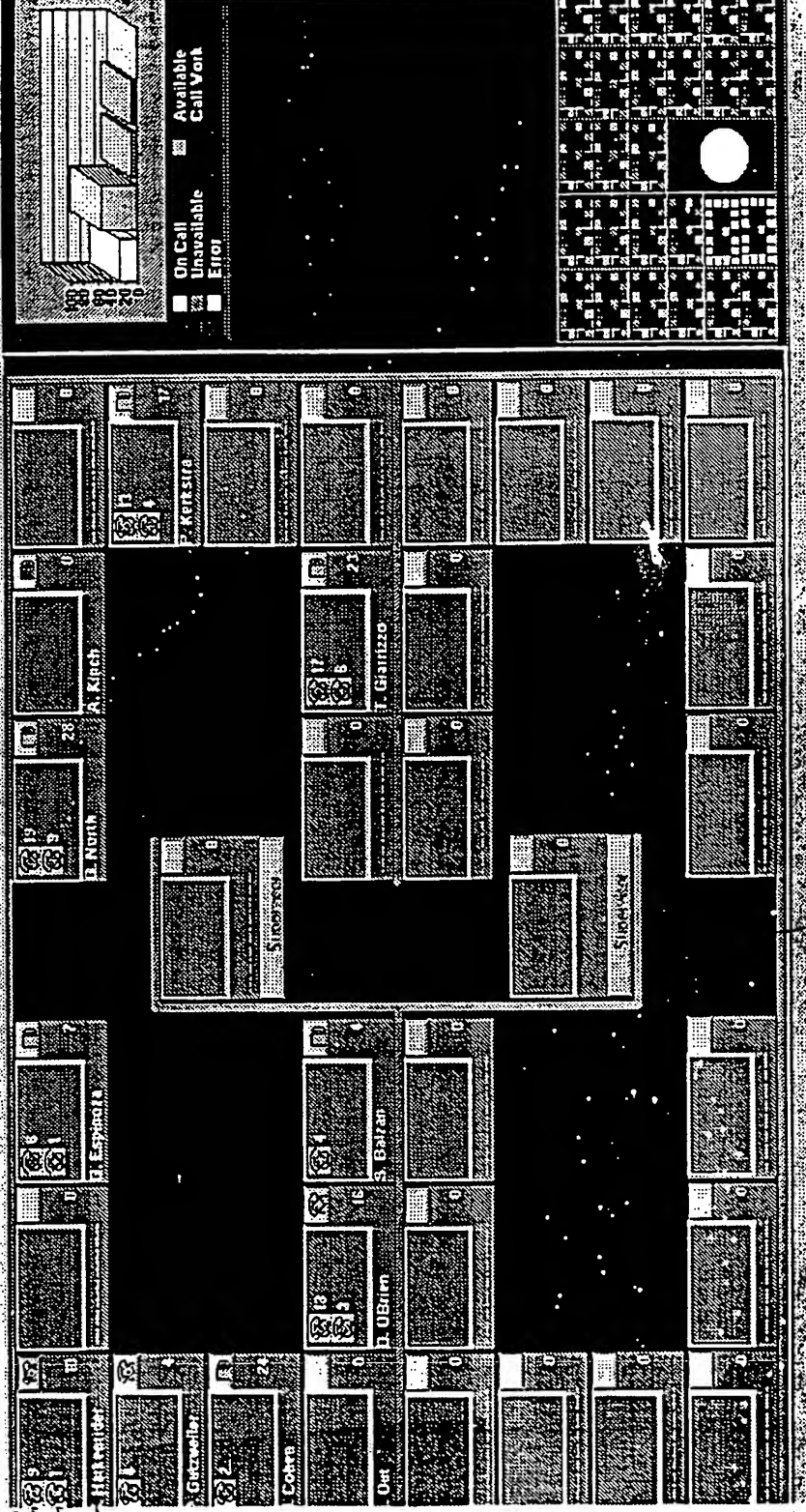


Figure 11

FOFOSD" 264030090

MONSTER - [Supervisor - Dan Myers]

to View

- 61

Agents Logged On: 13 On Call: 13 12/19/96 4:09:59 PM

Business Type	Total	Current	Business Type	Total	Current	Call Type	Total	Current	State	Current
Emergency Tech Support	31	12	Bank of America	0	0	Call Back	0	0	Available	4
MUSICNOW In	0	0	American Stores	0	0	Internal	1	0	Unavailable	1
Manover	0	0	Swickson	0	0	Unknown	0	1	Call Work	0
CarplusMCI	0	0	ACT Prepaid Card	0	0	Consolid	0	0	Emergency	0
Cardinal International	0	0	Prepaid US Student	0	0					
Prepaid Cellular	0	0	Vital Speeches	0	0					

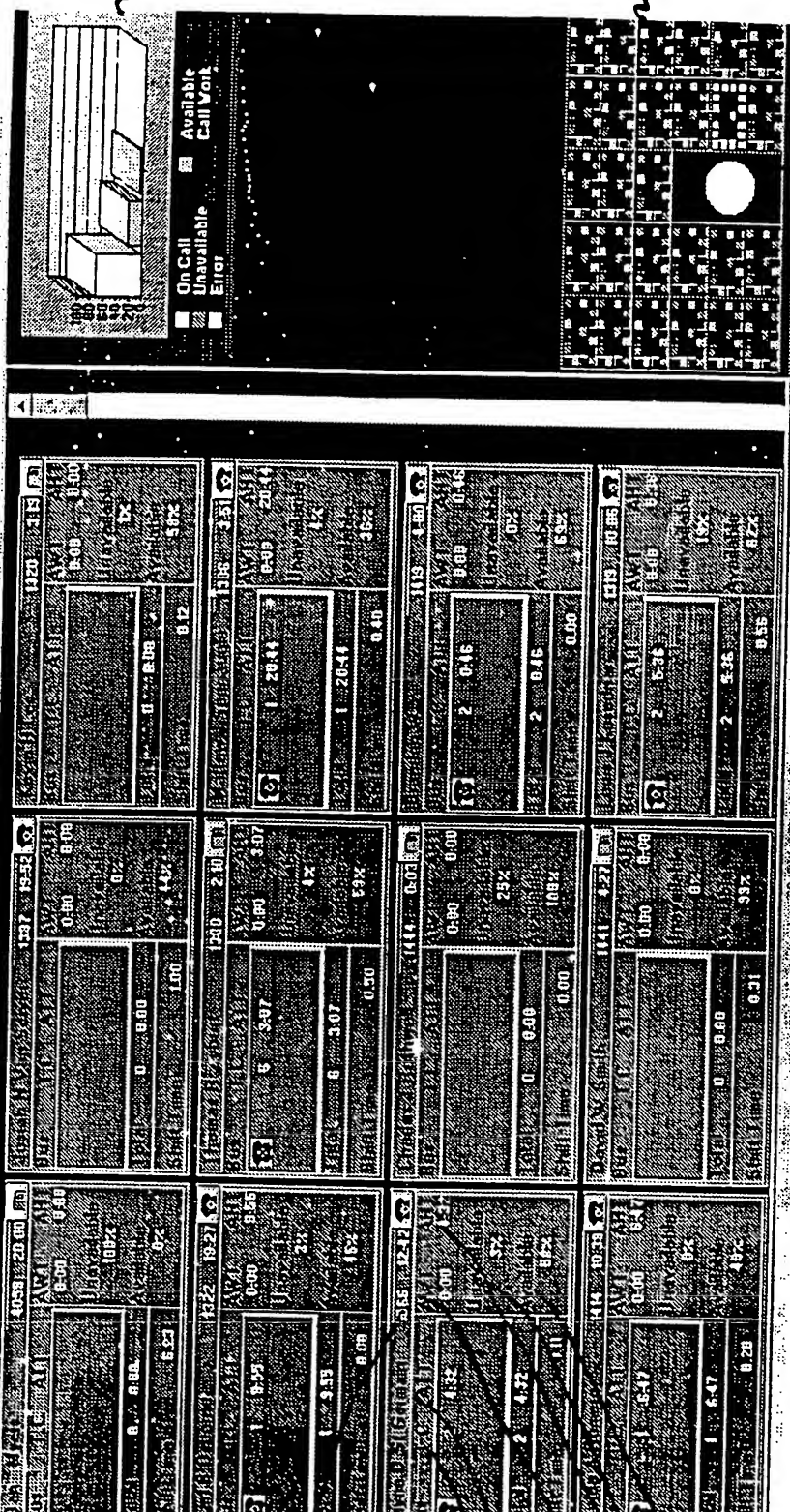


Figure 13

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~144

222

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520

100848 080101

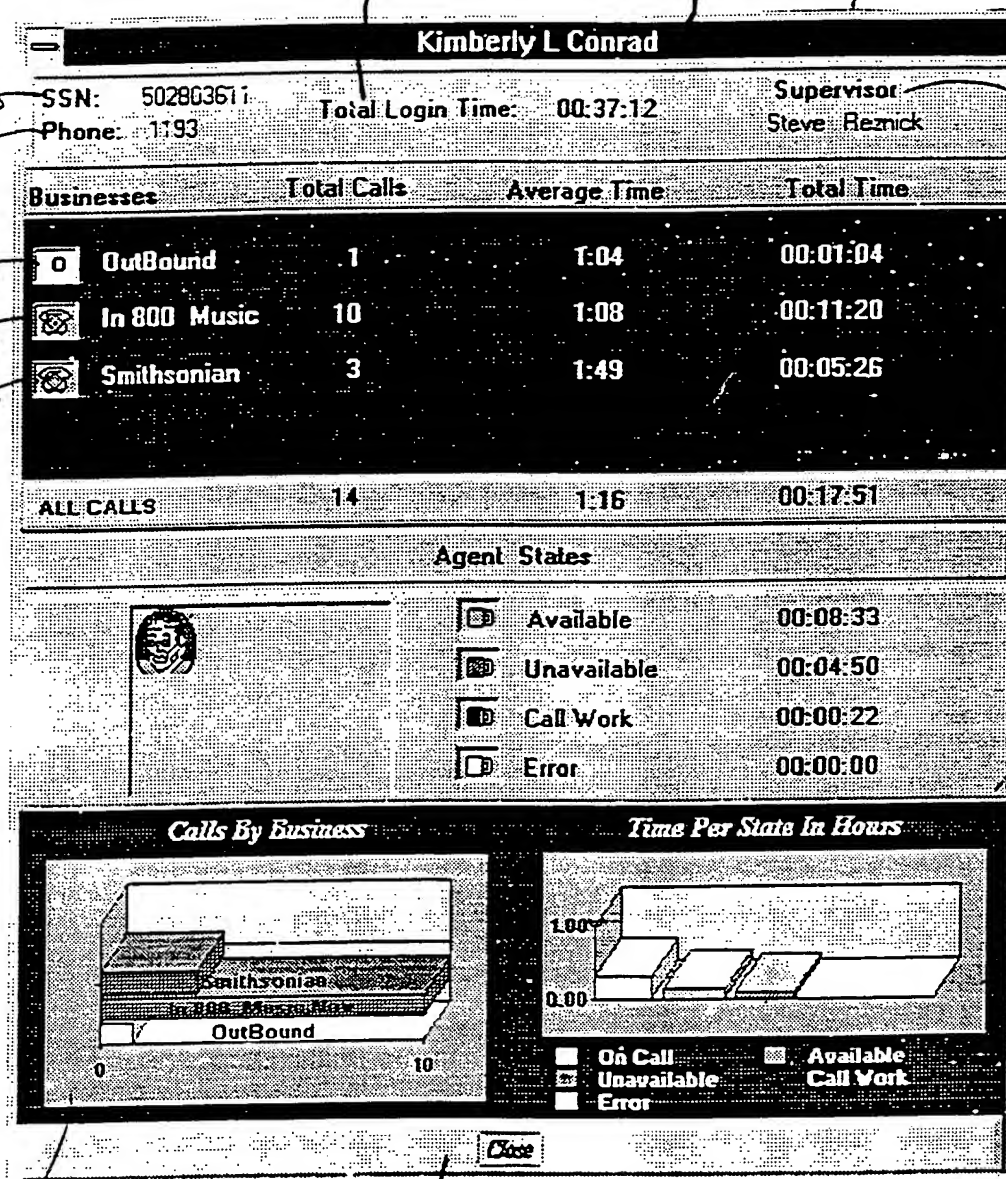


Figure 14

FIGURE 15

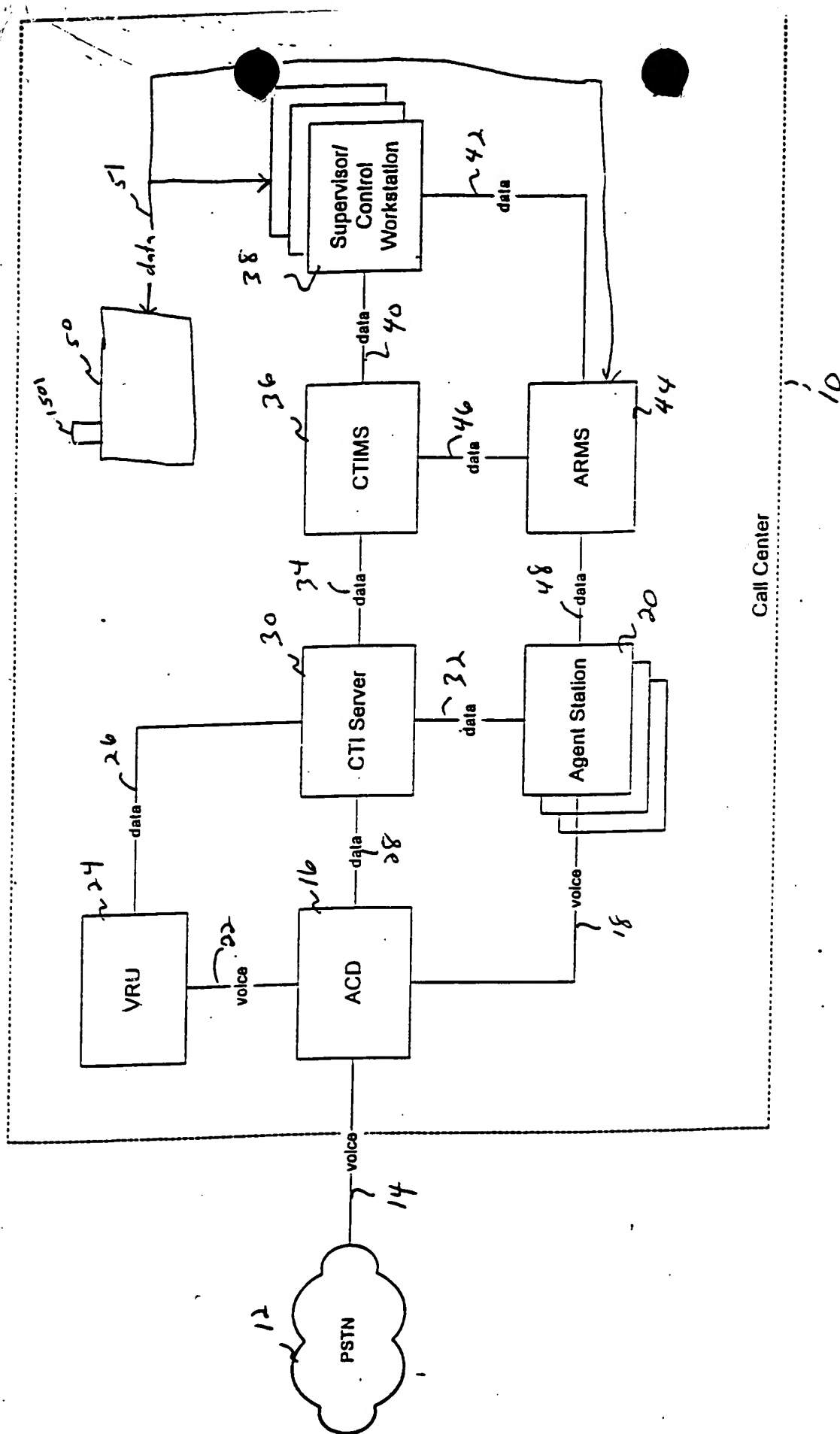


Figure 15